

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Mental Health Care (Highfield Park) Limited
The provider was registered on:	19/12/2018

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Beech	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	28/09/2022
	Responsible Individual(s)	Shaun Jones
	Manager(s)	Michaela Vallance
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service
	Holly	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/12/2018
	Responsible Individual(s)	Shaun Jones
	Manager(s)	Daniel Maguire
	Maximum number of places	7
	Service Conditions	There are no conditions associated to this service
	Ash	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/12/2018
	Responsible Individual(s)	Shaun Jones
	Manager(s)	Tammy Griffith
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	Elm	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/12/2018
	Responsible Individual(s)	Shaun Jones
	Manager(s)	Leah Davies
	Maximum number of places	8
	Service Conditions	There are no conditions associated to this service

Cherry	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Tammy Griffiths
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Highfield House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Martin Monday-Jones
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Larch	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Michael Rawlins
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

The Lodge	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Rachel Dumville
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Oak	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Donna Maybury
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Orchard View	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018

Responsible Individual(s)	Shaun Jones
Manager(s)	Jamie Jones
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Rose House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Rachel Dumville
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Willow	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/12/2018
Responsible Individual(s)	Shaun Jones
Manager(s)	Paige Parry
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All services at Highfield Park have responsibility for their own training records. Prior to working for MHC a full and thorough two week face to face induction of all mandatory training is completed. All specialised training is requested via the meetings with myself as the RI, Registered Managers and members of the MHC learning and development team. Training needs are identified in relation to the individuals we support and a schedule is made available to all managers
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Managers on Highfield Park attended regular job fairs within the local community as well as attending local job centres. A strong recruitment drive was facilitated via social media. Monthly feedback is provided within the managers meeting around recruitment numbers and future events. In addition to this we have an internal service (Blue Octopus) which supports. Retention has been aided by improved terms and conditions alongside a much improved working environment which recognises MHC core values

Service Profile

Service Details

Name of Service	Ash
Telephone Number	01824572003
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Makaton

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?

6

Fees Charged

The minimum weekly fee payable during the last financial year?

4026.60

The maximum weekly fee payable during the last financial year?

6368.88

Complaints

What was the total number of formal complaints made during the last financial year?

0

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Monthly service user meetings
Service user quarterly questionnaires (staff activities environment and decision making)
90 day PCP review
staff team meetings
staff supervision

Service Environment

How many bedrooms at the service are single rooms?

6

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

6

How many bathrooms have assisted bathing facilities?

0

How many communal lounges at the service?

3

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

Pathed garden which wraps around the home, with a swing and some outdoor seating

Provide details of any other facilities to which the residents have access

Activity centre and the Highfield Park Shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)

No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

Yes

British Sign Language (BSL)

No

Other

Yes

List 'Other' forms of non-verbal communication used

Visual aids now and next

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

To involve individuals in their care we encourage each individual to discuss their needs and wishes using a person centred approach, and seek information and views from family members and the individuals involved in coordinating the care of the individual.

At Ash we encourage each individual to be actively engaged in daily decisions on how they want to be supported (active support) within the home, this allows the individuals to develop skills to improve their skills and become more independent.

We support the individuals to

- Complete resident surveys, quarterly on different topics.
- We hold keyworker meeting with each individual on a regular bases to discuss what they want and what progress they have made with any actions from previous keyworker meetings.
- We hold a resident meeting, to discuss the home and what activities, food they would like and if they are happy in the environment or whether something needs changing.
- We encourage each individual to complete an interest checklist around what activities they are interested in.
- We follow a person centred approach where each individual is involved in planning for each aspect of their care, personal care, activities, the support they need to completed tasks as independently as possible.
- If an individual wants to do an activity/ group then this is sourced by a nominated support staff and arranged with the individual's involvement.
- Staff spend time with each individual to discuss what they need and what plans need to be formulated to support their needs
- At Ash we have adopted a total communications approach which allows the individual to use their preferred communication method e.g. Makaton, Visual aids / cards, objects of reference.
- Each individual who live at Ash have a communication passport which directs staff in how to best communicate with each individual to make sure they are able to understand what is been said to them, and as important staff know what requests are made of them from the individual who is supporting them.
- We are currently working towards autism accreditation which will improve the quality of support provided to the individuals, as this is progressing we are developing new structures, routines and methods of communicating with individuals and as a team are developing the staff skill set in supporting individuals who are autistic.
- We support individuals to access advocacy support as required to enable their wishes to be heard.
- We have a range of easy access

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The health support needs of each individual living in Ash is supported by arranging and supporting individuals to attend health appointments. Each individual we support is supported to access health professionals when needed such as the doctor, dentist, chiropodist, epilepsy clinic, hospital.</p> <p>Each individuals needs are monitored and if there is a health condition that is a concern then regular appointments are made, if there is a need these are kept by management and support staff either on behalf of, or with the individual.</p> <p>We monitor each individual's health using a timeline which documents all appointments that have been made and attended by individuals and the result of the appointment this is a live document that is kept up to date as appointments happen. This is then used to create health action plans.</p> <p>The wellbeing of each individual is supported by staff, and we use active support and coach residents to look after their health and wellbeing.</p> <p>Each individual in Ash requires support staff and management to monitor their medication, if they receive the correct medication, what medication they take and at what time, this is communicated in each PCP around medication.</p> <p>During the pandemic dental appointments for the residents have not taken place, unless there has been a need for an emergency appointment, this unfortunately is still the case. Routine appointments will be scheduled as soon as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The individuals we support are encouraged to discuss and report any concerns or complaint that they have with the support being provided to them, at Ash we have information displayed on a notice board in the foyer of how to raise a concern, this information is also included in residents guide and from time to time is given to the individuals we support to keep. The whistleblowing process and details of who to contact if they are not happy with the responses, they receive from the staff are displayed within the home.</p> <p>If a concern is raised or there is a safeguarding issue reported this is dealt with in line with the organisation policies and procedures.</p> <p>Finances are dealt with in line with company policy and procedures. This include regular checks to ensure risks are as low as is possible.</p> <p>All the individuals Ash have risk management documentation in place to protect them and others within the home. These are discussed within the home with staff during team meetings, and during individual supervisions this also gives the staff the opportunity to raise any concerns either as a group or individually that they have around any behaviours of concern. We also complete body maps with some of the residents who are known to injure themselves, who bruise easily or who have health conditions that need regular reviewing.</p> <p>The individuals we support are encouraged to discuss and report any concerns or complaint that they have with the support being provided to them, at Ash we have information displayed on a notice board in the foyer of how to raise a concern, this information is also included in residents guide and from time to time is given to the individuals we support to keep. The whistleblowing process and details of who to contact if they are not happy with the responses, they receive from the staff are displayed within the home.</p> <p>If a concern is raised or there is a safeguarding issue reported this is dealt with in line with the organisation policies and procedures.</p> <p>Finances are dealt with in line with company policy and procedures. This include regular checks to ensure risks are as low as is possible.</p> <p>All the individuals Ash have risk management documentation in place to protect them and others within the home. These are discussed within the home with staff during team meetings, and during individual supervisions this also gives the staff the opportunity to raise any concerns either as a group or individually that they have around any behaviours of concern.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Ash is a purpose refurbished home that has low stimuli and is suitable for providing support to the individuals who reside within it. There are still some areas within the communal areas which could do with improvement but over the past 6 months we have made good progress with further work being planned.

The home provides all its facilities on one level and has two sizeable communal lounges, each individual who lives in Ash have a double sized bedroom with an ensuite shower room. Ash does also have a separate bathroom. Ash also has a domestic type kitchen available to those who have the ability to use it however there is a smaller ADL kitchen which allows those who can't use the main kitchen to learn new skills in it.

Within Ash we provide support for all the individuals who live at Ash to become as independent as possible we support them with learning household tasks and use active support and person centred support to develop these skills. We have introduced visual prompts within the home to help our individuals become more independent and make choices.

We support individuals to attend community activities these are things like day services at Cynnig, cinema, swimming, café visits, etc.

Each individual's bedroom has a lock on it and this allows them privacy within their own personal space, although some residents do prefer the door to be unlocked which we do accommodate for them. The staff team address each individual by their preferred name and always knock if entering their private space. Ash has dignity Champions who also challenge any support that they believe is not delivered in a dignified way. The 'dignity do's' are also displayed within the home.

When we are beginning to discuss possible changes to Ash we discuss with residents to see what their feelings are and ask for their input on how they would like things to look and improve.

We have now had the dining room, both communal lounges painted. We have also sourced new furniture for both lounges and dining room. The furniture was specifically chosen due to its robust nature. We explore Autism friendly colour schemes and took into account the residents preferences. We have also had the main communal bathroom refurbished and 5 of the 6 en-suite bathrooms. We have also redeveloped a small lounge into a sensory space to allow residents to relax and meet their sensory needs. Within the next few weeks.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

26

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualification

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualification

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF QUALIFICATION
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	27
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	27
Equality, Diversity & Human Rights	27
Infection, prevention & control	27
Manual Handling	27
Safeguarding	27
Medicine management	27
Dementia	0
Positive Behaviour Management	27
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all Wales framework and QCF qualifications
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	22
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling three week rota where staff work 14 hour shifts. Average number of staff on duty is 7.5
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Beech
Telephone Number	01824700600
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	7403
The maximum weekly fee payable during the last financial year?	10662

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Statement of purpose Residents Guide Social Media News letters Service user monthly meetings Service user questionnaire (staff activities environment decision making)
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Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Both residents have access to grassed and patio areas through their personal environments.
Provide details of any other facilities to which the residents have access	Residents have shared access to a bathroom, laundry room, activity room and kitchen within the communal areas. Both residents have their own activity/sensory room within their personal environment. Highfield Park shop and activity centre

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Resident meetings are facilitated where possible monthly, utilising the appropriate communication aids for the individual. Residents are encouraged to participate in the completion of their spectrum star to assess their level of skills, outlining areas that we can support them to develop over a set period of time. Residents are asked to participate in a 3 monthly residents questionnaire in aim to identify areas where improvements can be made.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Within a 90 day period, opportunity planners are reviewed with the individual where possible to review and or update their activity and community participation. Residents are actively encouraged to be involved in the reviewing of all their documentation. If this is not possible identified person e.g. family will advocate on the individuals behalf.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents and staff are activity encouraged to inform people about abuse as it occurs. Residents and staff are provided with guidance of what abuse may look like and possible signs to look out for. Information is displayed around the service of how to report any signs of abuse, this is also contained within the residents guide provided on admission and available in the service. Within Beech we encourage the individuals to take positive risks within a safe and supported environment. Staff in Beech work collaboratively with the individual, their family and outside agencies. Staff receive safeguarding training at least annually. Staff are encouraged through bi-monthly supervision to report any concerns or safeguarding concerns they may have. Ensuring that the individuals dignity, respect and choices are upheld at all times.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents are encouraged to participate in the completion of their spectrum star to assess their level of skills, outlining areas that we can support them to develop over a set period of time. Collaboratively working with the individual, their family and outside agencies to review their goals and outcomes regularly.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15.50</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<p>Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	<p>Induction</p>	<p>0</p>
	<p>Health & Safety</p>	<p>1</p>
	<p>Equality, Diversity & Human Rights</p>	<p>1</p>

Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA regulation training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1

Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff are contracted to 42 hours per week, working 3 14 hour shifts per week. A 3 week rolling rota is in place, however shifts may change to meet the needs of the service.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	15
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	15
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	9
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling 3 week rota consisting of 14 hr shifts Average staff per shift 5
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	8
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	
Does your service structure include roles of this type?	No

Other types of staff

Does your service structure include any additional role types other than those already listed?
--

No

Service Profile

Service Details

Name of Service	Cherry
Telephone Number	01824572025
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Makaton

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?
--

2

Fees Charged

The minimum weekly fee payable during the last financial year?
--

4219.61

The maximum weekly fee payable during the last financial year?
--

5664.83

Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?
--

Service user meetings Service user questionnaire 90 day PCP review Staff meetings supervision

Service Environment

How many bedrooms at the service are single rooms?
--

2

How many bedrooms at the service are shared rooms?
--

0

How many of the bedrooms have en-suite facilities?
--

2

How many bathrooms have assisted bathing facilities?
--

0

How many communal lounges at the service?

1

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

Garden to the rear of the property

Provide details of any other facilities to which the residents have access

Activity centre and Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Visual aids now and next

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

At Cherry we support the individuals who live there to have a choice in how we work with them. Communication is a large barrier, but due to how well the team know the individuals living there, we are able to ascertain most of their needs and wishes. We support them to make the choices that they are able to with the use of visual aids.

We support the individuals to

- Complete resident surveys, quarterly on different topics.
- We hold keyworker meeting with each individual having as much input as possible, however as it is limited input the staff include information and goals on behalf of the residents, as they know from experience what the residents enjoy. These take place on a regular basis to discuss what they want, and what progress they have made with any actions from previous keyworker meetings.
- We encourage each individual to complete an interest checklist around what activities they are interested in.
- We follow a person centred approach in which the individuals are supported to complete tasks as independently as possible.
- The staff who know the individuals well will recommend what they believe to be suitable activities
- Staff spend time with each individual to discuss what they need and what plans need to be formulated to support their needs
- At Cherry we have introduced a total communications approach to allow the individuals to use their preferred communication methods e.g. Makaton, Visual aids / cards, objects of reference
- Each individual who live at Cherry have a communication passport which directs staff in how to communicate with each individual.
- We support individuals to access advocacy support as required to enable their wishes to be heard.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The health needs at Cherry are supported by staff. This is facilitated by the staff arranging and supporting individuals to attend health appointments. Individuals supported at Cherry have access to health professionals when needed such as the doctor, dentist, chiropodist, hospital and optician appointments.</p> <p>Cherry record and monitor all health appointments and in the event further support is required following on from such appointments then further professional support is requested. This information is then logged with a health action plan.</p> <p>Wellbeing is supported at Cherry by staff, and we use active support and coach individuals in their care to look after their health and wellbeing.</p> <p>Staff at Cherry monitor medication, this is to ensure the 7 rights are followed and is communicated within a person centred approach.</p> <p>During the pandemic dental appointments for the residents have not taken place, unless there has been a need for an emergency appointment, this unfortunately is still the case. Routine appointments will be scheduled as soon as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Prior to commencing their employment with MHC all staff attend safeguarding training which provides information on how to keep individuals in our care safe and well. This is supported by a robust internal reporting system (RIVO) which is shared with external partners. In addition to this we also have in place a speak up guardian which is a confidential phone line in which staff can report any concerns relating to services users welfare. A complaints officer is also available to thoroughly investigate any/all concerns raised in regards to service user care and welfare.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home provides all its facilities on one level however the communal areas and the corridors are small and do not allow the current individuals residing in cherry to successfully share these areas, both the individuals have a double size bedroom with an ensuite shower room. Cherry does also have a separate bathroom.</p> <p>Cherry provide support for the individuals who live there to undertake daily living tasks that they are able to do for themselves, and active support is used when new tasks are attempted to allow the individuals to increase their independence.</p> <p>We support individuals to attend community activities they enjoy taking part in these are structures and the individuals follow the same routines due to their autism.</p> <p>Each individual's bedroom has a lock on it and this allows them privacy within their own personal space, although some residents do prefer the door to be unlocked which we do accommodate for them. The staff team address each individual by their preferred name and always knock if entering their private space. Cherry has a dignity lead who also challenge any support that they believe is not delivered in a dignified way.</p> <p>We recently have had the entire interior of building painted, choosing Autism friendly colour schemes for communal areas and seeking input from the current residents. Both residents were able to choose a colour for their own bedrooms. We have had a new Kitchen installed and refurbished both en-suite bathrooms. We have purchased new sofas and chairs in keeping with the new colour scheme and these were specifically chosen due to their robust nature. The switches within the communal areas of the home were changed to ones that are key operated due to the obsessive nature of flicking switches one of the residents had. This was negatively impacted their quality of life.</p> <p>We are looking to develop more sensory experiences within the home and the garden area and to develop more visual support to promote independence within the home.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualification
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualification
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualification
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1

No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Qualifications
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling three week rota working either 14 hr shifts or Earlies and Lates - 7.5 hours per shift Average staff on duty - 2.5
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Elm
Telephone Number	01824572003
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	3719.95
The maximum weekly fee payable during the last financial year?	6048.93

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly questionnaires (staff Activities Environment & Decision making) Service user meeting Team meeting MHC News Letter External Questionnaires (Families and social workers) 90 day PCP reviews

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Two gardens at the property
Provide details of any other facilities to which the residents have access	Activity centre, Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We utilise the active support approach to supporting the individuals who live at Elm, this allows the individuals to be more involved in how they are supported and allows them to develop skills to become more independent.</p> <p>We also follow a person centred approach where each individual is involved as much as possible in planning for each aspect of their care, personal care, activities and the support they receive to completed tasks as independently as possible.</p> <p>We continue to develop a total communications approach which allows the individuals to use their preferred communication method e.g. Makaton, Visual aids/cards, objects of reference. We ensure that each individual has a communication passport which ensures that staff are aware of how to communicate with each individual. Due to communication barriers, staff gauge whether individuals are enjoying activities by their facial expressions and any behaviours which may be displayed when participating in certain activities.</p> <p>Family and stakeholder questionnaires were issued</p> <p>Individual's questionnaires were issued. Where possible individuals were supported to complete easy read questionnaires about the service they receive, the activities they participate in, their home environment and decision making. Feedback received was positive, however it is felt that the questionnaires are not fully accessible for the individuals at Elm due to communication difficulties. A request was made to MHC's Speech & Language team in March 2022 to amend the questionnaires to ensure each individual is able to understand and respond to the questions asked. MHC's Speech & Language team are currently adapting the questionnaires and when issued again in July 2022 individuals who require the questionnaires to be broken down further will be supported to complete using 'Talking Mat's'.</p> <p>Individuals have monthly keyworker meetings with their allocated keyworkers. Individuals are supported through their chosen form of communication. Outcomes from the keyworker meetings for individuals and the keyworkers are then included to the individuals daily diaries for each month to ensure they are completed or progression is made. During the keyworker meetings goals, outcomes, special occasions and new activities are discussed.</p> <p>We actively encourage our individuals to choose their Keyworker every 6 months, this is completed by using photos of staff members. Whereby individuals are unable to make a decision we will discuss through team leader mee</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All individual's who reside at Elm are supported to maintain their health, development and wellbeing by way of a person centred approach. This includes being provided with a health action plan and a Hospital passport, both of which aid the staff team to support the individuals in their care. Elm have also introduced the outcome star which is a tool which supports individuals to plan with their support team achievable goals and outcomes which in turn help them to make positive progression along their care pathway. Staff are able to provide consistent support in this area by implementing SMART objectives which ensures a consistent approach from all staff. In addition to this opportunity planners have replaced activity schedules with the fundamental change being that all opportunities offered are linked to achievable outcomes. The information within the opportunity planners comes from regular meetings such as service user meetings and P CP review meetings.</p>

The extent to which people feel safe and protected from abuse and neglect.

No concerns have been raised over the last 12 months by individuals, families or external bodies.

All incidents are recorded on the online RIVO system. Each incident is then sent through to the relevant departments that may be able or are required to offer additional support or resources. The recording of incidents provides staff with a debrief and managers comments are also included. Reflective practice also provides the staff team involved within the incident to discuss how things could have been managed better next time. We have also included ABC charts for behaviours that do not warrant an incident report. This information is beneficial to improving the support for each individual. Any incident that meets an A-C threshold is additionally reviewed through an RCA, the RCA provides us with lessons learnt to again improve the service provided. Incidents are sent to Social Workers on a weekly basis to ensure they are kept updated of any incidents of challenging behaviour.

All safeguarding's are reported to Denbighshire Safeguarding Team through their Single Point Of Access (SPOA) and also to CIW through their online portal. For those individuals that are placed on the NHS framework, there is an additional reporting portal to be completed.

We have monthly Keyworker meetings where individuals are able to discuss any issues or thoughts they have.

As required, individuals are subject to DoLS. A referral will be made on arrival to the home and renewals are completed as and when required.

We ask all staff if they have safeguarding issues within their supervisions. All staff have been issued with speak up cards and these have also been printed on their ID cards for easy access.

We have introduced a de-brief at the end of every shift as part of handover, this provides staff the opportunity to discuss what worked and didn't work throughout the shift.

Body maps are included within each individual's daily diary and are completed daily.

We utilise incident analysis, both for each individual and as a house, to look at flash points/correlations and see what we can learn from these.

We have changed the way we manage individual's money to make it a lot more specific and safer. This change also ensures that staff are accountable for errors made or loss of money. If an error occurs or money has gone missing we are able to identify this quickly. Individual's money are checked three times a day by 2 members of staff.

Managers are more actively involved in providing

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

There have been many environmental changes within Elm over the last 3 months, which has impacted positively on the individuals who live at the service. We have re decorated the main hall ways, decking area has been assembled in the garden and bathroom has been refurbished. We have reconfigured the laundry room to make the room more effective. We have painted the activity room and lounge and have ensured the individuals have chosen the colour scheme. We continue to introduce soft furnishing within the home with the support of the individuals who will choose and visit the shop to purchase the required items. We have learnt over the years that furnishing must be introduced slowly within Elm and we are very proud that we now have a rug and cushions within the quiet lounge at Elm, we will soon be introducing curtains.

We continue to gradually introduce sensory and activity equipment to enable the individuals to develop their skills and to meet their needs.

We encourage and promote the individuals to be as independent as possible both inside the home and in the community. This could be from completing personal hygiene, tasks of daily living to shopping for personal items in local supermarkets.

We have recently been encouraging the individuals at Elm to utilise the ADL kitchen to prepare their own breakfast, snack and supper. It is felt that having a larger ADL kitchen would benefit the individuals within Elm.

The staff within Elm respect the privacy and dignity of all individuals.

We encourage individuals to personalise their bedrooms to how they would like them. This includes choosing their own colour scheme and choosing the furniture and bedding.

We ensure that all care plans and risk assessments are regularly reviewed and families and professionals are contributing to the care that is being delivered.

We actively encourage all individuals to access the community at least daily.

There has been significant damage to the environment within Elm, in particular to the internal doors. We are actively working with the estates team to find better suited alternatives to limit the damage and to ensure the safety of individuals. We have now sourced appropriate internal doors and the installation of these commenced in the Autumn of 22. With 4 of the 12 doors still to be fitted.

We make all attempts to ensure that individuals are provided with the correct staffing levels at all times. We also endeavour to provide individuals with their preferred staff. We g

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	23
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Outcome star training

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	22
No. of posts vacant	12
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety Fire Marshall Dignity and Respect Medication competency
Contractual Arrangements	
No. of permanent staff	22
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling three week rota earlys and late shifts which are 8am - 3.30pm and 2.30pm - 10.00pm Average number of staff on duty per shift 10

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	13
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0

No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Highfield House
Telephone Number	01824572003
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	One staff member speaks Polish, and another staff member speaks Filipino. These are not widely used in the service but are available should they be requested or required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	2297.69
The maximum weekly fee payable during the last financial year?	4110.63

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>*Service user questionnaires completed every three months.</p> <p>*Monthly service user meetings held.</p> <p>*Service users make decisions on paint colours and decoration of home, with everyone voting for common areas and then the most popular choice being chosen</p> <p>*Daily informal conversations held between service users and staff as well as service users and manager, ascertaining opinions and views and building on them wherever possible.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	<p>There is a bench and a water fountain in the front garden of the home.</p> <p>There are some benches, a basketball hoop and a vegetable patch in the back and side gardens of the home.</p> <p>Highfield House is also adjacent to an extremely large communal garden area, which is big enough for a football goal, a trampoline as well as individuals to walk and sunbathe on.</p>
Provide details of any other facilities to which the residents have access	There is an activity centre at Highfield Park with arts and crafts area, a communal cooking area, an indoor sports area, some gym equipment. There is also a small shop onsite with snacks, fruit, toiletries and drinks available.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>When these questions were asked directly in the survey, 100% of responses were positive. Highfield House is always looking at ways to further involve people in the running of the service, to make sure they feel heard and to offer them opportunities both within the home and within the wider community.</p> <p>Highfield House works to give people a choice in everything they do - from the environment, the weekly menu, the activities they do on a daily basis; the team works with the service users everyday to make choices for themselves.</p>
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	<p>Everyone who resides at Highfield House is given the opportunity to go to college, volunteer in their local communities or get a job. Currently three of the five residents at the home are enrolled in local college courses and have employment or volunteering placements in North Clwyd Animal Rescue (NCAR), Mencap Charity shop and Voel coaches. One individual has opened their own photography shop on ebay.</p> <p>Highfield House work closely with doctors, psychiatrists, dentists and other specialists to ensure people receive any and all the support they need when they need it. This includes ensuring all individuals are offered at least two health checks per year, regular medication reviews, dental appointments and other specialist appointments such as opticians and chiropody etc.</p>
The extent to which people feel safe and protected from abuse and neglect.	Prior to commencing their employment with MHC all staff attend safeguarding training which provides information on how to keep individuals in our care safe and well. This is supported by a robust internal reporting system (RIVO) which is shared with external partners. In addition to this we also have in place a speak up guardian which is a confidential phone line in which staff can report any concerns relating to services users welfare. A complaints officer is also available to thoroughly investigate any/all concerns raised in regards to service user care and welfare.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

A survey was most recently sent out in April 2023 and returned for all five individuals residing at the home. All answers were returned as either "excellent" or "very good" - as they have been for the last several years - which Highfield House feels is reflective of the hard work going in to support and promote positive wellbeing and achievement wherever possible.

Highfield House is now using the Outcome Star alongside monthly individual service user meetings (keyworker meetings) to work with individuals to set monthly and longer term goals, and then put things in place to support them to achieve these goals.

Two individuals who resided at the service have achieved their goal of moving into the community closer to their families in the last 12 months, with the hope that this happens for at least another 2 individuals who currently reside at the service in the next 12 months. Where this isn't the goal for an individual, the team works with their family members, care teams, advocates etc to continue to work on their independence and quality of life

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	16
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
Infection, prevention & control	1	
Manual Handling	1	

Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Investigation & Disciplinary session Professional boundaries course
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	

No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	42 hour working week, split over three 14 hour shifts. Individuals may choose to do overtime but this is optional. Two team leaders do, one does not.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	11
Equality, Diversity & Human Rights	9
Infection, prevention & control	11
Manual Handling	12
Safeguarding	13
Medicine management	8
Dementia	0
Positive Behaviour Management	3
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>days - 42 hour working week split over three 14 hour shifts. Overtime is available but this is optional.</p> <p>nights - 35 hour working week in a four days in a row, four days off in a row pattern</p> <p>Average number of staff per shift - 6</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No

Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Holly
Telephone Number	01824572006
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	2347.24
The maximum weekly fee payable during the last financial year?	5390.78

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user meetings Service user questionnaires (staff activities environment decision making) 90 day PCP reviews staff supervision staff meetings

Service Environment

How many bedrooms at the service are single rooms?	7
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Enclosed garden at the front of the home. All residents have access to the grounds at Highfield park.
Provide details of any other facilities to which the residents have access	All residents have access to the activity HWB which is located with in the grounds of Highfield Park. Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Now and next cards are used.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Within Holly we work in a person centred approach ensuring staff are keen to promote diversity. Policies and procedures working closely with external agencies and ensuring we adhere to legislation. The offer to all service users to be part of staff recruitment as in being part of the interview panel</p> <p>All residents have the choice to take part in the following to help promote their choice and to help them be heard and have a voice.</p> <p>PCP Reviews. Service User Meetings Service User Questionnaires (Facilitated Quarterly utilising different topics) Daily Diaries Outcome Star Advocacy Family & Outside agency feedback leaflets (Facilitated annually) Triangulation between daily diaries, action planning and outcomes Secure suggestion Box</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Health Action plans Choice of GP provided Choice of Dentist Choice of Opticians Choice of Chiropody Medication management plans to suit the needs of the individual being supported Advocacy Hospital passports Health action plans are in place for each individual which provide information for all health appointments and their outcomes. Hospital passports are also in place and are utilised in the event a service user needs to be admitted to Hospital. Holly also utilise outcome stars which is a tool designed to support individuals to achieve meaningful outcomes which in turn aid them along their care pathway We also capture feedback from service user questionnaires and family and friends feedback leaflets</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Holly utilising the following Robust internal reporting system (RIVO) Speak up guardian Whistle Blowing Suggestion Boxes Dignity Champions Root Cause Analysis (R.C.A) Advocates Policy & Procedure Training Safeguarding (Induction programme for all new staff) Team Meetings Audit Tools You said we did Finance checks Supervisions</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to be admitted in to Holly individuals are assessed to ensure Holly can meet their needs and wants. Holly utilise the outcome star which provides them with a clear voice around achievable outcomes whilst also providing their staff support team with concise and consistent information in how to assist them to achieve their desired outcomes. In addition to this Holly also introduced the opportunity planner which replaced the activity schedule. The fundamental difference being that all opportunities offered via the OP have achievable outcomes linked to them</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 29

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dysphagia Bipolar Personality disorder Self-harm
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<div style="background-color: #e0e0e0; padding: 5px;">Deputy service manager</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dysphagia, Self harm, Professional boundaries, Bipolar,
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	00
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	14
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	9
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Three 14 hour shifts a week for day staff. Four on four off 10 hour shifts for night staff. Average number of staff on duty per shift - 8
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	9

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Larch
Telephone Number	01824790600
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	3890.33
The maximum weekly fee payable during the last financial year?	3890.33

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly service user questionnaires (Staff, Activities, Environment and making decisions) External questionnaires to families and external agencies Monthly team meetings Service user meetings 90 DAY PCP reviews MHC news letter

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Decking around at side of home and a back garden also the grounds of the park are accessible.
Provide details of any other facilities to which the residents have access	There is an activity centre on site and a sports hall and in addition to this there is the Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	pictorial

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Examples of what could be considered here, include:</p> <p>At Larch we adopt an active support approach whilst supporting the individuals who live there, this allows the individuals to be more involved in how they are supported and allows them to develop skills to become more independent, This has progressed further and the individuals are now involved in preparing their own lunches.</p> <p>We support the individuals to complete resident surveys about how they are supported with the activities they participate in, the staff who support them and the environment they live in.</p> <p>The feedback from the individuals is usually positive and encouraging and we ask them about changes to the environment.</p> <p>We hold a keyworker meeting with each individual each month to discuss what they want and what progress they have made with any actions from previous keyworker meetings.</p> <p>We hold a resident meeting on a monthly basis to discuss the home and what activities, food they would like and if they are happy in the environment or whether something needs changing.</p> <p>We undertake a resident survey quarterly with each individual around staffing, the home, activities and decisions.</p> <p>Each individual has completed an interest checklist around what activities they are interested in from which an activity plan has been produced for each individual. Each individual is involved in creating a care plan for each aspect of their care, personal care, activities, the support they need to completed tasks as independently as possible, each individual also has a how best to support me document to inform the support staff exactly what they are supposed to be doing each shift to help support the individuals correctly and ensure that all their wishes are being met. There is a task analysis in place for each individual to help them develop more independent skills around their own care such as preparing meals, cleaning, completing personal hygiene, oral hygiene.</p> <p>If an individual wants to do an activity/ group then this is sourced by a nominated support staff and arranged with the individual's involvement.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The health support needs of each individual living in Larch is detailed in their PCP, this has details of how staff support individuals with their need and these are now reviewed regularly to highlight any changes in health needs and how best to support the individuals with those needs.</p> <p>Each individual we support is supported to access health professionals when needed such as the doctor, dentist, chiropodist, epilepsy clinic, hospital.</p> <p>Each individuals needs are monitored and if there is a health condition then regular appointments are made and kept by management and support staff on behalf of the individual.</p> <p>If there is a health concern that arises management and support staff will contact the correct professional and arrange for the individual to be seen and works towards resolving the situation.</p> <p>Each individual has a health action plan where health information is stored. If there is a health condition that we monitor, information around how to support the individual is contained within a care plan specifically around the health need. We try to ensure each individual is as independent as possible however within Larch each individual relies on our support to arrange and attend each appointment due to not fully understanding the implications if they did not attend appointments and not fully understanding what course of action would be needed to be followed if they became ill.</p> <p>Each individual in Larch requires support staff and management to monitor their medication, if they receive the correct medication, what medication they take and at what time, this is communicated in each care plan around medication.</p> <p>During the past 6 months we have had a number of the residents who have health conditions that have to be supported through the GP and hospital.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The individuals we support are encouraged to discuss and report any concerns or complaints that they have with the support being provided to them, at Larch we have information displayed on a notice board in the corridor of how to raise a concern, the whistleblowing process and details of who to contact if they are not happy with the responses they receive from the staff within the home.</p> <p>If a concern is raised or there is a safeguarding issue reported this is dealt with in line with the organisations policies and procedures.</p> <p>Finances are dealt with in line with company policy and procedures. This includes regular checks to ensure risks are as low as possible.</p> <p>All the individuals within Larch have risk management documentation in place to protect them and others within the home. These are discussed within the home with staff during team meetings, this also gives the staff the opportunity to raise any concerns they have around any behaviours of concern.</p> <p>If there are any concerns which cannot be dealt with using the organisations protocols then this would be reported to SPOA and CIW, if the issue is around a staff member then we follow MHC policy and processes to ensure the individual and the staff member are safe at all times in some cases this would be that the support staff is suspended pending an investigation.</p> <p>In house if there is a peer on peer incident then their PCPs and Risk management plans will be reviewed and any further strategies that need to be put in place will be added and communicated to all support staff to ensure the individuals are kept safe, this could be staff sitting or standing in a different position when certain individuals are around each other. In some cases travelling arrangements would be changed to safeguard individuals for a period of time. A root cause analysis is carried out to find out the root cause of a specific incident and what can be changed and any lessons that can be learnt to prevent a recurrence. Safeguarding would also be informed via phone and the actions taken would be explained.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The environment in Larch is suitable for the needs of each individual living there, although slightly dated and only offering shared bathing facilities, the home has undergone suitable environmental refurbishment, to improve the facilities being offered, this took place with the involvement of the individuals residing with in the home.</p> <p>Each individual is supported to access the local community to do what they wish by ensuring there are the correct amount of support staff on shift, each individuals staffing needs may differ. The individuals we support go out in the company vehicle or use the local bus.</p> <p>Each support staff has read each PCP, risk management plans and all paperwork relevant to each individual so they know exactly how to support each individual to meet their specific needs and maintain their privacy whilst completing personal hygiene, entering their room, having time on their own.</p> <p>Confidentiality is maintained with all aspects of each individuals care by ensuring that only relevant information is passed on and is not discussed around other residents. If something needs to be communicated to others then this is done verbally or in the appointment book which is kept in the staff office which is kept locked. The home meets the needs of the individuals we support at present and has recently been decorated.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 18

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Outcome star Dysphagia
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF LEVEL 3
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dysphagia
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2

No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specialist training designed around homes needs and requirements such as Dysphagia
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	19
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rolling four week rota where staff work a maximum of three 14 hour shifts per week.</p> <p>Average number of staff on duty per shift 5.5</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	1
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Oak
Telephone Number	01824572003
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NONE

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	2809.33
The maximum weekly fee payable during the last financial year?	5569.09

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user questionnaires (Staff Environment Activities and decision making) Service user monthly meetings Staff meetings Staff supervision External questionnaires 90 PCP reviews

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden area to the rear of the property
Provide details of any other facilities to which the residents have access	Activity centre on site, Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Visual aids now and next

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Oak offer a person centred approach to all individuals within their care. To support this quarterly questionnaires are provided with questions around the following topics. Staff activities environment and decision making. In addition to this 90 day PCP reviews are facilitated. Oak will ensure that the correct communication method is used at all times to aid this process and where required will look to utilise both advocates and IMCA's.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Oak have in place a health file for each individual they provide care to and within this file Oak has such documentation as Health Action Plans, Hospital passports and general health documentation which covers GP appointments dental appointments chiropody appointments and Optician. In addition to this Oak provide all individuals with an opportunity planner which has replaced the old activity scheduled. The opportunity planner now includes outcomes as to why the activity is being facilitated, these are also reviewed on a regular basis
The extent to which people feel safe and protected from abuse and neglect.	Oak has robust reporting mechanism in place (RIVO) and in addition to this a speak up guardian and a complaints officer are both situated at Highfield Park. Safeguarding training is mandatory for all staff which in turn provides them with an in-depth knowledge on how to keep individuals safe.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Oak has recently introduced the Life star (Spectrum Star) this tool enables individuals in Oak's care to have a voice around outcomes whilst also providing staff with SMART objectives in which to support them in a consistent manner. Rooms at Oak have a personalised touch to them based on the wishes of the individual who resides within it. Oak is a large building with wide corridors and is light and airy, which aids the individuals we support

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	24

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rolling three week rota working 14 hour shifts x3 per week</p> <p>Average number of staff on duty per shift - 1</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	24
No. of posts vacant	55
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	24
Equality, Diversity & Human Rights	24
Infection, prevention & control	24
Manual Handling	24
Safeguarding	24
Medicine management	24
Dementia	0
Positive Behaviour Management	24
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism
<p>Contractual Arrangements</p>	
No. of permanent staff	24
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	24
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rolling three week rota where staff work 14 hour shifts x3 per week.</p> <p>Average number of staff per shift - 10</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23

No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Orchard View
Telephone Number	01824572012
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	4281
The maximum weekly fee payable during the last financial year?	4281

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user monthly meetings Service user quarterly questionnaire (staff activities environment decision making) 90 DAY PCP review team meetings staff supervision external questionnaire
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Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Large garden to both the front and rear of the property
Provide details of any other facilities to which the residents have access	Activity centre Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<ul style="list-style-type: none"> • PCP Reviews. • Individual resident Meetings • Service User Questionnaires (Facilitated Quarterly utilising different topics) • Daily Diaries • Outcome Star • Advocacy • Opportunity Planners which included desired outcomes
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>At Orchard View we continue to offer choice with regards to each individual service user's health needs and requirements and we look to ensure that all health needs are met within a timely manner and that the information/outcomes from these appointments are logged appropriately within the individual's health file, unfortunately due the lack of health provisions nationally has resulted in less frequent appointments for all the individuals at Orchard View. In addition to this Orchard utilise the outcome star which provides individuals with an opportunity to have full participation in all meaningful activities whilst informing staff as to how best to support them to achieve such outcomes</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • Speak up guardian • Whistle Blowing • Complaints officer • Root Cause Analysis (R.C.A) • RIVO • Advocates • Policy & Procedure • Training • Safeguarding (Induction programme for all new staff) • Team Meetings • Audit Tools • You said we did • Finance checks • Supervisions • Robust Recruitment Procedure <p>The environment at Orchard View is a 'safe environment' and that is due to the measures listed above as we provide the appropriate training to all staff. In addition to this we also provide many avenues for staff to go down with regards to them being able to report something that has not felt right to them.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Orchard View continues to have a person centred approach with regards to the support it provides to all individuals who reside there and it is used in conjunction with PBS and Active support models. Orchard View continues to use the 'Outcome Star' which looks at 10 individual topics around service users lives and how they can play a major role in improving their own skill set within these topics. Orchard also utilises opportunity planners which has replaced the activity schedule. The fundamental difference is that the opportunity planners has achievable outcomes linked to all opportunities offered</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Foundations for safer care train the trainer

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	3

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PDA Autism Bi Polar

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	2

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	15
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	13
Medicine management	4
Dementia	0
Positive Behaviour Management	10
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PDA Autism Bi polar PCP
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling four week rota where staff work three 14 hrs shifts per week Average staff per shift 6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15

No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Rose House
Telephone Number	01824790600
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1998.75
The maximum weekly fee payable during the last financial year?	3994.59

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>News letter</p> <p>Internal Quarterly questionnaires (Staff, Activities, Environment and decision making)</p> <p>External questionnaires sent to families and external agencies</p> <p>90 PCP review</p> <p>Monthly staff meeting</p> <p>Weekly senior team meetings</p> <p>Monthly service user meetings</p> <p>Easy read posters for complaints officer</p>
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Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Well maintained gardens surround the property, comprising lawn areas, patio seating areas and flower beds.
Provide details of any other facilities to which the residents have access	Cedar activity centre, Woodland area, and the Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals at Rose House are supported in a person centred way with them at the centre of all decisions made. This is achieved by ensuring that they are able to communicate in their preferred method and at a pace that is suitable to them. To support this, quarterly questionnaires are completed by the individuals residing at Rose house which cover four main topics, Staff, environment, activities and decision making. The information received from these documents provides a valuable part of the support provided as it informs staff of an individuals wishes and desires. In addition to this individuals at Rose house have regular meetings with a staff member where they will discuss certain aspects of their care and how the staff can possibly improve on this experience. This coincides with their own support plans being reviewed and where required updated every 90 days which is in line with RISC regulations.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each individual living at Rose has a health action plan which supports residents to achieve good health and wellbeing. Part of this action plan includes a mid-year and annual health review, regular dental check-ups and frequent chiropodist visits. Staff are very proactive in seeking medical advice should a resident appear unwell, early intervention and prevention are principles which the staff team work by. First aid training for staff is currently at 100%. To promote wellbeing for the residents of Rose, staff ensure all principles of The Social Services and Well-being (Wales) Act 2014, are followed and built into the care and support they offer. This is achieved through encouraging independence and choice, ensuring residents feel empowered and that their voices are heard and their opinions matter. Staff work hard to support residents to achieve their goals and meet any requests. Where required staff work in partnership with others to reach a positive outcome, for instance with the internal activity department or other health professionals. MHC has published 10 company values which also embody the social care Code of practice, as a way to ensure we are all working in ways which protect the rights of others and promote wellbeing. Residents of Rose are supported to access activities and meaningful recreation which promotes wellbeing as well as supporting relationships, one resident has a girlfriend and staff ensure regular visits are arranged. Residents choose their own activities and are supported to arrange visits to their families as well as holidays. All residents have been on holiday in the last 12 months, including trips to Tenby, London and plans coming together for one individual to visit Disneyland Paris.</p> <p>Positive feedback is received from many sources such as resident quality questionnaires where residents report that they like their home, that they get to choose how the home is decorated and the furniture that have within the home. The individuals we support have also said that they feel safe, all of which promotes wellbeing.</p> <p>Our recent CIW inspection from May 2022 sets out that "People have control over their day-to-day life. Individuals have lived at Rose for a long time and staff who know really well are able to communicate effectively with them. People can make choices about how they want to spend their time. We saw information about people being involved in decision making with key worker meetings and resident's meetings."</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Prior to commencing their employment with MHC all staff attend safeguarding training which provides information on how to keep individuals in our care safe and well. This is supported by a robust internal reporting system (RIVO) which is shared with external partners. In addition to this we also have in place a speak up guardian which is a confidential phone line in which staff can report any concerns relating to services users welfare. A complaints officer is also available to thoroughly investigate any/all concerns raised in regards to service user care and welfare.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Rose is frequently complimented on having a 'homely' feel to the service. Residents choose and design their own home, both communal areas as well as their bedrooms. Recently residents have chosen new sofas in the lounge and canvas paintings for the walls. There are areas of the home that require some attention, as outlined in our recent RI visit and a maintenance plan has been put together to address these issues.</p> <p>Rose residents participate in monthly house meetings where a group discussion is had around what they like and dislike about their home, any ongoing maintenance issues and ideas for improvement. Recently, a suggestion has been during the house meeting to create better outdoor seating for the garden areas and this is being arranged.</p> <p>At Rose there is a big focus on supporting residents to achieve their personal outcomes and this is evidenced in monthly keyworker meetings, 3 monthly PCP reviews, monthly outcome stars tool and residents daily diaries.</p> <p>The recent CIW inspection reports that "People live in a suitable home that is meeting their needs. Bedrooms are personalised and reflect people's different interests and hobbies. People are involved in decisions about how their home looks and have chosen new sofas for the lounge. There is a private garden area for people to enjoy in the nice weather".</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA regulation training QCF levels 4 and 5 in health and social care - ongoing
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 week rolling rota, 15 shifts of 7.5 hrs across the 3 week period. Average staff per shift - 2.5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	The Lodge
Telephone Number	01824790600
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2853.99
The maximum weekly fee payable during the last financial year?	4641.32

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>News letter</p> <p>Internal Quarterly questionnaires (Staff, Activities, Environment and decision making)</p> <p>External questionnaires sent to families and external agencies</p> <p>90 PCP review</p> <p>Monthly staff meeting</p> <p>Weekly senior team meetings</p> <p>Monthly service user meetings</p> <p>Easy read posters for complaints officer</p>

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden to the rear of the property and in addition to this there is also a paved patio area
Provide details of any other facilities to which the residents have access	Cedar activity centre Woodland area and the Highfield Park shop

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals at the lodge are supported in a person centred way with them at the centre of all decisions made. This is achieved by ensuring that they are able to communicate in their preferred method and at a pace that is suitable to them. To support this, quarterly questionnaires are completed by the individuals residing at the lodge which cover four main topics, Staff, environment, activities and decision making. The information received from these documents provides a valuable part of the support provided as it informs staff of an individual's wishes and desires. In addition to this individuals at Rose house have regular meetings with a staff member where they will discuss certain aspects of their care and how the staff can possibly improve on this experience. This coincides with their own support plans being reviewed and where required updated every 90 days which is in line with RISCAs regulations. Family members and external agencies are also provided with questionnaires

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

All individual's who reside at the lodge are supported to maintain their health, development and wellbeing by way of a person centred approach. This includes being provided with a health action plan and a Hospital passport, both of which aid the staff team to support the individuals in their care. The lodge have also introduced the outcome star which is a tool which supports individuals to plan with their support team achievable goals and outcomes which in turn help them to make positive progression along their care pathway. Staff are able to provide consistent support in this area by implementing SMART objectives which ensure a consistent approach from all staff. In addition to this opportunity planners have replaced activity schedules with the fundamental change being that all opportunities offered are linked to achievable outcomes. The information within the opportunity planners comes from regular meetings such as service user meetings and PCP review meetings.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All of the individuals who live in Lodge report feeling safe (satisfaction survey number 2, Jan 2023) and protected, in satisfaction surveys along with keyworker meetings and house meetings where residents are always reminded about the complaints procedure and encouraged to report any behaviour or treatment from others which may constitute abuse or neglect.</p> <p>All incidents are reported on MHC's online RIVO system which is then sent to the MHC board members and forwarded to relevant professionals. Managers review all incidents and add their own comments and also hold reflective practice meetings with staff with a view to constantly improve and look for better ways of working and supporting residents. Restraint reduction is a huge part of our reflective practice and each resident has a restraint reduction plan, in line with our new foundations for safer care training programme around the use of physical intervention.</p> <p>Any safeguarding incidents are reported to CIW online and to the Denbighshire safeguarding team. For any serious incidents Lodge management complete RCA's to identify the root cause of why the incident happened to learn from these in the future and try to improve the service we provide</p> <p>A DoLS authorisation has been requested for all individuals where it has been deemed necessary to deprive an individual of their liberty, in order to keep them safe. The rationale for any deprivations are clear and mental capacity assessments have been carried out.</p> <p>All new staff attend safeguarding training on their induction and have a refresher every 3 years. 100% of staff have up to date safeguarding training.</p> <p>During supervisions all staff are asked if they have any safeguarding concerns to raise, this ensures that staff are reminded of the importance of whistleblowing.</p> <p>All staff ID cards carry the contact details for the speak up guardian, easy-read posters are placed around the home to display the responsible individual, complaints officer and CIW details. These are provided to staff and residents, should they not wish to raise a concern in the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Lodge is designed to support individuals with Learning disability and/or Autism. The individuals who live at Lodge make their own choices about the home such as choosing the furniture for the lounge and dining areas, choosing colour schemes for rooms and accessories for their home. Bedrooms are also completely personalised by the individuals to ensure the home suits the needs and preferences for those who live there. As a result, individuals report that they like the accommodation they live in. At a recent CTP review, a residents mother commented that Lodge is the first service where the individual is happy to return to, following a home visit.</p> <p>The values of MHC and The Lodge promote kindness, dignity, respect, positive relationships and fun. Staff work in a person centred way, ensuring the individual is at the heart of all support needs and all decision making. A pro-active approach also helps to achieve positive outcomes for each individual. Since Aug 2022 Lodge has used the outcome star (life star) tool to look holistically at an individuals well being and how we can set goals and an action plan to achieve positive change.</p> <p>Lodge ensures that we have the correct staff ratios to enable individuals to access the community as often as possible. Lodge have their own vehicle for residents use and residents also have their own bus passes to access the community as regularly as possible. Lodge activities cupboard is well stocked with board games, arts and crafts material and jigsaws and the on site Hwb at cedar is well used by individuals who particularly enjoy the discos and film nights there. Lodge also has a well presented garden where residents enjoy time in a large paddling pool in summer months although we do hope to improve this area.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA regulation training QCF Levels 4 and 5
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Nine staff have either their all Wales framework qualification or level 2 QCF

Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rolling two week rota where staff work 14 hour shifts Average staff on duty per shift - 3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Willow
Telephone Number	01824790600
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	3328.00
The maximum weekly fee payable during the last financial year?	6693.15

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We complete in house surveys every quarter - Staff, Environment, Decisions, Activities. We hold monthly team meetings with staff. We have resident meetings monthly. We send out feedback questionnaires to outside agencies and family. 90 day PCP reviews MHC news Letter

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Willow has an out door seating area to the front and side of the property. Willow has a small grassed area, where residents can play basketball along with some vegetable planters.
Provide details of any other facilities to which the residents have access	Those living in Willow have access to the activity hub, Highfield Park community Shop, Communal trampoline and the woodland area.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We utilise the active support approach to supporting the residents who live within Willow, this allows the residents to be more involved in how they are supported and is allowing them to develop skills to become more independent.

Staff have been updating the PCP plans for each resident to ensure that all staff are consistent in a person-centred approach. We aim to ensure each resident is involved as much as possible in planning for each aspect of their care, personal care, activities, the support they need to complete tasks as independently as possible.

We continue to develop a total communications approach which allows the individual to use their preferred communication method e.g., Makaton, Visual aids / cards, objects of reference. Support staff use everyone's communication passport to guide, direct and support staff on how to communicate with each individual. Due to communication barriers staff gauge if residents are enjoying activities by their facial expressions and any behaviours which may be being displayed when participating in certain activities.

We will actively encourage our residents to choose their Keyworker every 6 months.

We are currently working towards autism accreditation which will improve the quality of support provided to the residents.

We have begun utilising the outcome star, this will capture the progress made in reaching each individual's outcomes whilst also providing choice to all service users at Willow.

During the review process we have begun asking families to provide us with their aims and goals that they would like for the resident. Each of the outcomes are set within the PCP document. This is then evidenced through photographs and daily diaries and eventually the keyworker meetings.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We encourage residents to maintain a healthy diet and to exercise. We encourage residents to shop and prepare their own meals where possible. This is aided by the introduction of an opportunity planner which replaced the activity schedules. The opportunity planner not only provides greater detail around activities it also provides what the desired outcome is. In addition to this Willow keeps clear and concise information in regard to all health appointments, and support this we utilise a Health Action Plan which enables staff to keep track of all health needs of the individuals who reside at Willow.

We actively encourage families to visit the service as often as possible. Families visit weekly and monthly where possible. We support residents to meet their families in community weekly and engage in activities with them as set within the individual's outcomes as we believe this enhances each individual's wellbeing as we see time spent with family as a very positive time.

Each resident requires support from staff to manage and monitor their medication. This is documented and agreed within the medication care plan for each resident.

The residents in Willow have a diagnosis of Autism, Learning disabilities and or additional needs. Staff have worked well to understand that risk behaviours may be a way of communicating their wants or needs. Staff are also aware that each resident may also have associated sensory issues. Too much noise or temperature changes may have an impact on their wellbeing. Staff work well with the individuals to identify what is wrong and to rectify the situation as quickly as possible. If there are any new behaviours these are then added to PBS plans as a possible trigger to make all staff aware.

We have begun to meet regularly with resident's social worker/care coordinators to review any health needs. Should a resident require treatment or changes to medication this is discussed through a best interest meeting, if the resident is deemed to lack capacity.

We have a good relationship with the GP, dentist and chiropodist. When required they will visit residents within the home to help alleviate any anxieties or worries a resident may have about their appointment or environment. However, due to COVID there has been difficulty in getting appointments at times.

The extent to which people feel safe and protected from abuse and neglect.

At induction all new starters are trained in Safeguarding and about the values MHC work towards regarding service user care, welfare and safety.

All incidents are recorded on the online RIVO system. Each incident is then sent through to the relevant departments that may be able or are required to offer additional support or resources. The recording of incidents provides staff with a debrief and managers comments are also included. This information is beneficial to improving the support for each resident. Any incident that meets a A-C threshold is additional reviewed through an RCA, the RCA provides us with lessons learnt to again improve the service provided.

All safeguarding's are reported to Denbighshire safeguarding team through their Single Point Of Access (SPOA) and also to CIW through their online portal.

All residents (as required) are subjected to DoLS. A referral will be made on arrival to the home.

We have active input from advocacy.

We ask all staff if they have safeguarding issues in their supervisions. All staff have been issued with speak up cards and these are printed on their ID cards.

As part of the PCP and PBS review we will be utilising incident analysis, both for each individual service user and as a house, to look at flash points/correlations and see what we can learn from these.

We have changed the way we manage service user money to make it a lot more specific and safer.

Managers are more actively involved in providing direct care to residents.

Strict recruitment process are followed prior to anyone working directly with residents.

We now send incidents to social workers on a weekly basis keeping them informed of all incidents.

Continue to improve training that we can offer to staff.

Look to include ABC charts as well as what worked, what didn't work in regards to incidents and behaviours displayed.

Team meetings need to be consistent within the home. This is difficult with such small staff team at present.

As stated above we need to look to improve our keyworker meeting format to enable residents to have a clear voice and to be heard.

Complete regular incident analysis for all residents. This will inform us of key themes and areas that we may require additional support.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We ensure that residents are provided with the correct staffing levels at all times. We also endeavour to provide residents with their preferred staff.

We encourage and promote the residents to be as independent as possible both inside the home and in the community. This could be from completing personal hygiene, tasks of daily living to shopping for personal items in local supermarkets.

The staff within Willow respect the privacy and dignity of all residents.

We encourage residents to personalise their bedrooms to how they would like them. Recently this has included painting their rooms and choosing the furniture and bedding. The residents in Willow have recently been involved in choosing the colour for Willow corridors which have been decorated.

We ensure that all care plans and risk assessments are regularly reviewed and families/professionals are contributing to the care that is being delivered.

We actively encourage all residents to access the community.

We are actively working with the estates team to improve the environment within Willow.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 22

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	17
No. of posts vacant	10
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	7
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff who are on 42 hour contracts work three (3) 14 hour shifts per week. Staff who are part time (28 hours), work two (2) 14 hour shifts per week. Average staff on duty per shift - 10
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	11

Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No